**Michael Diaz**

Charlotte, NC | [mbdiaz1994@gmail.com](mailto:mbdiaz1994@gmail.com) | (980) 288 – 9778 | [www.linkedin.com/in/mbdiaz94](http://www.linkedin.com/in/mbdiaz94)Top of Form

**EDUCATION:**

**The University of North Carolina at Charlotte,** *Charlotte, NC Graduating - May 2022*

*Bachelor of Arts in Computer Science | Concentration: Information Technology | Minor: Criminal Justice*

**TECHNICAL SKILLS:**

**Languages:** Python, Java, JavaScript, C#, HTML, CSS, MySQL

**Proficiency:** Git, Apple Certified Repairs, Computer Hardware and Software Troubleshooting

**Foundational Concepts:** Agile-Scrum Framework, Project Management

|  |
| --- |
|  |

**WORK EXPERIENCE:**

**Best Buy Geek Squad,** Gastonia, NC March 2021 - Current

Advanced Repair Agent

* Maintained repair status updates with clients as repair progressed
* Helped train new employees for front end and back end
* Maintained client products such as computers, phones, speakers etc.
* Troubleshoot and repair computer software / hardware issues
* Managed and shipped outgoing and incoming Apple parts and maintained repairs
* Apple Repair Certified

**Best Buy Geek Squad,** Gastonia, NC September 2016 – March 2021

* Maintained client rapport and helped set expectations for the business
* Diagnosed issues with return items if present
* Adjusted to new Apple Certifications when adopted by Best Buy
* Diagnose and troubleshoot units at counter

|  |
| --- |
|  |

**COURSE PROJECTS:**

**MySQL Database,** Database Design, and Implementation

* Designed a baseline UML and developed a database with a team
* Populated database, created triggers, schema, and practiced queries

**Calendar App,** Software Engineering

* Developed an application with a team under the agile framework using Python as a baseline and using MySQL alchemy for the database backend. HTML for the structure of the site. Gitbash was used to push and pull to become familiar with a Linux based command line.